WORKERS' COMP NEWSLETTER

Prompt workplace injury reporting

What's inside

See more highlights inside

Why prompt workplace injury reporting matters

When a workplace injury occurs, the first few days can shape the outcome of the claim. Prompt reporting helps ensure the worker receives appropriate care, allows the compensation board to make timely decisions and gives employers the best opportunity to support a safe and successful return to work.

Delayed reporting can potentially lead to:

- Delays in claim adjudication
- Lost opportunities for early modified duties
- Missing or inconsistent accident details
- Difficulty obtaining witness statements
- Increased claim duration and costs

Best practices - Employers can improve the process by:

- Reporting injuries promptly to the applicable compensation board
- Completing an internal incident investigation while details are still fresh.
- Maintaining regular communication with the worker.
- Requesting functional abilities information when appropriate.
- Exploring suitable modified duties as early as possible.

Did you know?

Early communication and timely reporting are common expectations across Canadian workers' compensation systems. Together, they can support better recovery outcomes and more effective claim management.

Provincial updates

Ontario (WSIB)

Policy watch

WSIB continues to advance its 2026 Policy Agenda, including implementation planning for legislative changes, updates related to independent living policies and work arising from consultations on noise-induced hearing loss. Employers should expect additional policy updates throughout the year.

Employer tip

Don't wait until the worker returns with another medical note before discussing modified work. If restrictions are unknown, begin identifying potential modifications to duties right away.

Alberta (WCB-Alberta)

Policy watch

WCB-Alberta recently introduced a new policy on Policy Interpretation and Application to provide clearer guidance on how WCB policies are interpreted and applied. WCB also continues to publish policy project plans and invite employer feedback through its consultation process.

Reminder

Employers are generally required to submit an Employer Report of Injury within 72 hours of becoming aware of a reportable injury or illness.

Cost reduction corner

Small actions. Meaningful savings.

Many employers think cost reduction starts after a claim has become expensive. In reality, it begins on Day One.

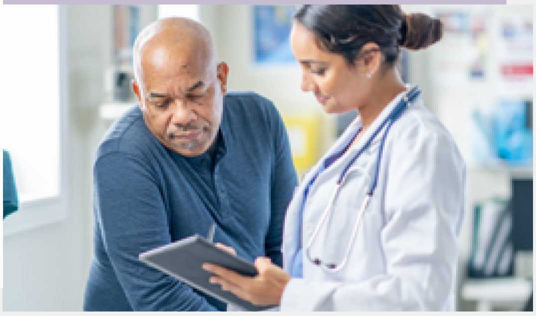
Consider whether you are:

- ✓ Offering modified duties in writing immediately following an injury
- ✓ Following up after each medical appointment and updating modified work offers when appropriate
- ✓ Reviewing ongoing wage-loss entitlement when new medical information is received
- ✓ Keeping a copy of all modified duty offers
- ✓ Maintaining regular communication with the worker

These small, consistent actions may help improve claim outcomes over time.

Myth

If the doctor writes 'off work,' there's nothing an employer can do.



Fact

An off-work note does not necessarily end the conversation. Employers should continue communicating with the worker and, where appropriate, explore suitable modified work based on standard restrictions, the worker's functional abilities and board requirements.

Did you know?

The Canadian workers' compensation system is built on the Meredith Principles, introduced in Ontario in 1914. These principles, including no-fault compensation, collective liability and independent administration, continue to shape workers' compensation systems across Canada today.

Ask the consultant:

Should we report an injury if we're not sure it will become a claim?

Answer: When in doubt, review your provincial reporting requirements and report if the incident meets the applicable criteria. Waiting to "see what happens" can result in missed reporting deadlines, financial penalties and delays in claim management. When unsure, seek guidance early.

Looking ahead
What’s on our radar

We’ll continue monitoring WSIB’s 2026 Policy Agenda, including independent living policy changes and other consultation outcomes, as well as future WCB-Alberta policy consultations and updates to its Policy and Information Manual.

Next quarter

We’ll look at modified duties as a key cost-control tool, including what makes an offer suitable, common employer mistakes, documentation, accommodations and how early return to work benefits both workers and employers.